



Serial No.: 09/203,965
 Filed: December 2, 1998
 Group Art Unit: 2642

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Date: January 28, 2005

COMMISSIONER OF PATENTS
 P.O. Box 1450
 Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-159XX

Sir:

In re application of: Gene W. Lee

Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith is an **amendment (26 pages)** in the above-identified application. The following checked items are applicable:

A Petition for Extension of Time for one month(s) is hereby made, under \$1.136(a); check no. 13913 in the amount of \$320.00 (\$200 for additional independent claim and \$120 for one-month extension) is enclosed per \$1.17.

Other:

| CLAIMS AFTER AMENDMENT: | MINUS PRIOR PAID CLAIMS: | EQUALS PRESENT EXTRA CLAIMS: | RATE: | ADDITIONAL FEE: |
|--|--------------------------|------------------------------|--------------|-----------------|
| Independent 4 | - 3 | = 1 | x \$200.00 = | \$200.00 |
| Total 20 | - 20 | = 0 | x \$ 50.00 = | \$0.00 |
| [] Multiple Dependent Claims (1st presentation) | | | | + \$300.00 = |
| SUBTOTAL ADDITIONAL CLAIM FEE | | | | \$200.00 |
| Small Entity filing, divide by 1/2. | | | | |
| TOTAL ADDITIONAL CLAIM FEE | | | | \$200.00 |

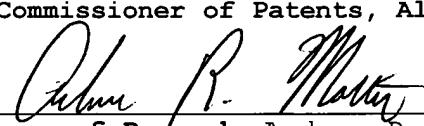
The claim fee has been calculated above; check number 13913 in the amount of \$320 (\$200 for additional independent claim and \$120 for one month extension) is enclosed.

In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

The Commissioner is hereby authorized to charge payment of any additional filing fees under \$1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, Alexandria, VA, 22313-1450 on 1-28-05.

SUBMIT IN TRIPPLICATE


 Attorney of Record: Andrew R. Martin
 Registration No. 45,413



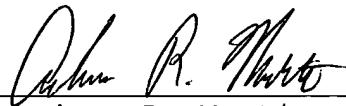
2642
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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION
RETRIEVED FROM A CUSTOMER DATABASE
Attorney's Docket : DAVOX-159XX
Examiner : William J. Deane, Jr.
Group Art Unit : 2642

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Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on
1-28-05.

By


Andrew R. Martin
Registration No. 45,413
Attorney for Applicants

RESPONSE AND AMENDMENT

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Dear Sir/Madam:

This amendment is being filed in response to the non-final Office Action mailed September 30, 2004. In response thereto, please enter the following amendments and consider the following remarks.